Wake-up Announcer

User Manual

Synectix

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General Features

The Wake-up Announcer is a peripheral for the Hotel / Motel PBX which provides automated wake-up call services for the hotel guests.

Guests staying at the hotel calls the number to which the Wake-up Announcer is connected, enters his/her guest room number to set up a Wake-up call for any desired time for the next 24 hours.

At the set wake up time, the unit calls the guest room and plays a recorded message to the guest when the call is answered.

The unit may be connected to a Serial printer to print the status messages which are sent to the printer whenever a guest sets or deletes a wake up call and when the wake up call is made to the guest room at the appointed time.

The unit has a total of 4 minutes of recording space, out of which 3 minutes is used for default messages and 1 minute of voice recording space is available to the user for the actual wakeup message.

The Wake-up Announcer also has a music input. While recording the main greeting, a music source may be connected through this input, to have background music while the main greeting is played back.

Status lamps show the current operating status of the unit. When the Wake-up Announcer is powered on, the green colored POWER lamp blinks a few times rapidly, glows steady for 1 second and then flashes on-off, indicating normal operation. The OFF HOOK lamp starts glowing as soon as an incoming call is answered and remains on as long as that port is off-hook. The RECORD lamp glows while the port is recording a voice message.

A standard USOC RJ11 phone jack is used to connect the Wake-up Announcer to the hotel's PBX as an extension. The power input is through a DC power socket and the unit will work reliably for any AC or DC input voltages in the range of 9 to 12 volts.

The Wake-up Announcer may be wall mounted or kept on the tabletop. The unit has wall-mounting eyelets on the bottom of the unit. The distance between the center points of the mounting screws should be 3.0 inches.

The Wake-up Announcer has a Volume Level adjust control on the rear panel of the unit, for adjusting the output level of the voice message played back to the caller. It does not need any batteries to retain its Voice Messages or the Program Parameters, since both are stored in Non-volatile memory.

The Wake-up Announcer is a Plug-n-play product, which can be put to use with a minimum of programming. It comes with default parameters and default voice messages programmed in the unit and is completely remote programmable.

To set / cancel wake up call

From the Guest Room phone call the wake-up unit and wait for the unit to answer the call. You will hear the opening message “Please enter room number”.

Once you enter your room number, the unit prompts with “Press 1 to set wake up call, press 2 to delete wake up call”.

Press 1 if you want to set a new wake up call or press 2 if you want to cancel a wake up call set earlier.

If you press 1, the unit prompts with “Please enter time in 4 digit 24 hour format”. Once you enter a valid time, the unit plays back the confirmation message saying for example “Wake up call set at 0730 for Room number 402” and also sends a confirmation message to be printed on a Serial Printer attached to the serial port of the unit.

If a wake up call has already been set for the same room number earlier, the previous wake up time set for that room is over written with the new time.

If you press 2 to cancel a wake up call, the unit plays back the confirmation message saying for example “Wake up call deleted for Room number 402” and also sends a confirmation message to be printed on a Serial Printer.

If you try to cancel the wake up call for a room number for which no wake up call has been set, you will hear the prompt “No wake up call set for room number 402”

A maximum of 64 rooms may set a wake up call at any time.

At the set wake up time, the unit calls the room and plays the wake up greeting if the guest answers the call. If the room is busy or if there is no answer, the unit deletes the wake up entry. In each of the cases, the unit sends a confirmation message to the printer.

Installation

Unpack the unit from its shipping carton and check that all the materials have been received in good condition. Any damages or shortfalls must be reported immediately to the distributor from whom the purchase was made.

Your Wake-Up Announcer shipping carton must contain the following:

The Wake-up Announcer Unit
User Manual
Wall Adapter
Modular cable
Serial Printer cable

Select a suitable location for the Wake-up Announcer to be placed - it may be wall mounted or kept on the tabletop. A suitable location should have one or two phone extension sockets and a power socket close by, should be easily accessible for any service or maintenance work.

Plug in the Wall Power adapter into the Power socket and insert the other end into the Power input connector on the Wake-up Announcer. Switch on the power to the unit. The Power lamp on the unit should flash rapidly for about 2 seconds, then remain steady for a second and then continue to flash once a second, indicating that it is now in normal operation.
Insert the modular connector in the line jack on the unit and insert the other end into the wall extension socket. Sometimes, when the power is first applied or when the phone cord is inserted, the Power lamp may glow steadily for about 5 seconds before returning to the slow On-Off flashing state. This is normal and need not cause any concern.

You are now ready to do a Functional Check of the unit and then put it into operation.

Functional Check

After the Installation has been completed satisfactorily, you will need to carry out a few preliminary checks, before putting the unit into operation.

Ascertain the extension number of the Wake-up Announcer and call into it from another extension. The unit should pick up the call after the second ring and start playing the opening message.

If the Wake-up Announcer does not pick up the call by the second ring - observe

whether the Power lamp on the unit is steady or flashing. If it is still flashing, it means that the unit is not getting any RING signal. Check the extension into which the Wake-up Announcer is plugged in - it may be faulty or you may be calling some other extension number.

If the unit does not pick up the call even after 16 rings, most likely, the ringing signal received from the PBX is faulty.

Once the unit picks up and answers the call, listen to the voice message and adjust the output level if necessary. As long as the unit remains off hook, the OFF HOOK lamp will be glowing steadily.

Go into the programming mode and run program #999 to set all default values and then set all the other parameters to suit your site.

Programming the Unit

The Wake-up Announcer is shipped from the factory with default settings, which should be good enough to work in most installations. However, some site-specific parameters may need to be programmed, before the unit is put into operation.

The unit has a built in set of voice prompts, which are used to guide the user during programming and also to ascertain the currently programmed values in the system.

The unit is fully remote programmable. The user may program and check all of the values as well as record the main greeting, from any remote location, by calling into the unit from a standard touch-tone phone instrument.

The default parameters have been designed to work straight away for most of the installations. Although the user is permitted to re-record any of the prompts, it must be noted that, the default prompts, once recorded over, cannot be retrieved.

To enter the Programming Mode:

Call in to the Wake-up Announcer by dialing the extension to which it is connected. The unit will pick up the call and start playing the opening message. Press *12345# to enter the Programming mode.

Press # to exit programming mode.

Serial Port : The serial port uses the default baud rate of 9600,N,8,1. The serial port may be connected to a Serial printer or to a Serial to Ethernet converter and the confirmation messages may be viewed on a PC monitor or printed on a Network printer.

List of available programs

Program #	Program description	Default value
101 / 201	Change the existing password	12345
102 / 202	Extension Length	3
103 / 203	Select Room (0) or Extension (1)	0
104 / 204	No. of rings for No Answer	5
105 / 205	Set Real Time clock	-
106 / 206	Record Wakeup greeting	-
300 - 399	Listen to default prompts	
400 -499	Record all prompts through phone line	
500 - 599	Record all prompts through PC	
999	Set all default values	-

Program # 101:

To program a new 5 digit password -

Enter 101 nnnnn.

'nnnnn' is the new password that you want to set. The password may include the digits 0 to 9, but not * or # as a digit.

Length of entry = fixed 5 digits

Default password = 12345

Program # 201:

To listen to the currently programmed password
You will hear: " Two Zero One (0.6 sec silence) One Two Three Four Five"

Program # 102:

Extension length : Set the extension length for all the rooms / extensions in the property.

Enter 102 n where n = 2 or 3 or 4 Default value = 3

If any value less than 2 or more than 4 is entered, the unit prompts the message "This entry is invalid".

Program # 202:

To listen to the currently programmed value -

You will hear: " Two Zero Two (0.6 sec silence) Three"

Program # 103:

Prompt Room or Extension :

When a guest calls in to the unit to set a Wake up Call, the unit answers with the message "Please enter room number". This may be changed to announce as "Please enter extension number" where the actual phone extension number does not match the room number in a hotel.

Enter 103 n where n = 0 or 1

Default value = 0 (Room). Enter 1 if you want the unit to announce Extension number instead of Room number.

Length of entry = fixed 1 digit

If any value other than 0 or 1 is entered, the unit prompts the message "This entry is invalid".

Program # 203:

To listen to the currently programmed value -

You will hear: " Two Zero Three (0.6 sec silence) Zero"

Program # 104:

Number of rings for No Answer:

When the unit calls a guest room at the set wake up time, it waits a pre-programmed number of rings to decide that there is no answer from that guest room. This value may be set between 4 and 9 rings.

Enter 104 n where n = 4 to 9 rings

If * is entered, the unit will prompt the message "This entry is invalid".

Default value = 4 Length of entry = fixed 1 digit

Program # 204:

To listen to the current value for the Number of rings for No Answer -

You will hear: " Two Zero Four (0.6 sec silence) four"

Program # 105: Set Real Time Clock

Set REAL TIME CLOCK Date, Time and the Day of the week. The unit has a Battery backed Real Time Clock, which is accurate to about +/- 5 minutes in a year.

To set the time, enter 105 YY MM DD WW HH MM (where YY is the Year in two digit format, MM is the Month from 01 to 12, DD is the day from 01 to 31, WW is the day of the week (Monday=01, Saturday=06, Sunday=07), HH is the hours in 24 hour format 00 to 23 and MM is minutes 00 to 59)

If an Invalid value is entered, the unit prompts the message "This entry is invalid".

Program # 205:

Listen to current Date and Time. For example, if the time is 7:45 am on Monday 4/10/2010 the unit prompts –
"Two Zero Five (0.6 sec silence) Seven Forty Five AM Monday October Four Two Zero One zero"

Program # 106:

To record the main greeting - Wake-up Announcer has a default wake up greeting already recorded in it. To record your message over this default greeting, do as follows:

Enter 106 - You will hear a long tone. Begin speaking after the tone. Press # to terminate the recording.

The greeting may be recorded up to the end of the available recording space. Once a new greeting is recorded, restoring the factory default settings cannot retrieve the default greeting.

Program # 206: To listen to Wake up greeting

After the greeting is played back, the unit will prompt with Enter program number indicating that it is ready to accept the next input.

Program # 300, 301-399: Listen to default prompts

You may listen to all the voice messages - including all the default prompts and the main greeting - stored in the unit or any particular prompt of your choice. The default prompt list is given at the end of this manual.

Enter 300 to listen to all the voice messages one after the other. Enter 301 to 399 to listen to a particular prompt. These programs will play back the individual messages that are stored in the unit. For example, Program #323 will play back prompt #23.

Program # 399 plays back the main greeting.

Program # 400, 401-499: Record default prompts

(Through phone line, remote recording)

You may record any of the default prompts remotely using this program.

To record all Default prompts one after the other, use Program number 400. A silence of 3 seconds, the # tone and 0.6 sec of silence must be used to separate two consecutive messages.

Program # 500, 501-599: Record All Greetings through PC

All the default prompts may be recorded by playing a voice file on the PC and fed into the unit through the Music / Audio input of the unit. Under this program, the unit goes on-hook after the program number is entered.

To record all Default prompts one after the other, use Program number 500. The unit goes on hook after the program number is entered. A silence of 3 seconds, the # tone and 0.6 sec of silence must be used to separate two consecutive messages.

Note:

The difference between Program numbers 400-499 and 500-599 is that in 400-499, the unit remains Off-hook and the prompts must be fed through the telephone line – either by speaking into the phone directly or by using the special PC-to-phone adaptor when the prompt file is played on the PC and the unit is in a remote location.

In Program 500-599, the unit goes On-hook and the input is through the Music-In socket on the rear panel. Hence 500-599 may be used only when the unit is located physically close to the PC playing the prompt files.

The 500-599 programs are expected to give a better quality recording of the prompts since the noise and bandwidth limitations of the Telephone line are not present as in the case of Program numbers 500-599.

Program # 999:

Store all default values in the non-volatile memory.

This program will take about 3 seconds to execute - any digits entered during this period will be ignored.

Hence, wait until the "Enter Program number" prompt is heard, before pressing any more digits.

Default prompts

1	Zero	34	Thirty three	67	Extension number
2	One	35	Thirty four	68	AM
3	Two	36	Thirty five	69	PM
4	Three	37	Thirty six	70	Good Morning
5	Four	38	Thirty seven	71	Good Evening
6	Five	39	Thirty eight	72	Good Afternoon
7	Six	40	Thirty nine	73	Sunday
8	Seven	41	Forty	74	Monday
9	Eight	42	Forty one	75	Tuesday
10	Nine	43	Forty two	76	Wednesday
11	Ten	44	Forty three	77	Thursday
12	Eleven	45	Forty four	78	Friday
13	Twelve	46	Forty five	79	Saturday
14	Thirteen	47	Forty six	80	January
15	Fourteen	48	Forty seven	81	February
16	Fifteen	49	Forty eight	82	March
17	Sixteen	50	Forty nine	83	April
18	Seventeen	51	Fifty	84	May
19	Eighteen	52	Fifty one	85	June
20	Nineteen	53	Fifty two	86	July
21	Twenty	54	Fifty three	87	August
22	Twenty one	55	Fifty four	88	September
23	Twenty two	56	Fifty five	89	October
24	Twenty three	57	Fifty six	90	November
25	Twenty four	58	Fifty seven	91	December
26	Twenty five	59	Fifty eight	92	The time now is
27	Twenty six	60	Fifty nine	93	Press 1 to set wake up call, Press 2 to delete Wake up call
28	Twenty seven	61	Please enter Room Number	94	Wake up call deleted
29	Twenty eight	62	Please enter Extension number	95	No wake up call set for
30	Twenty nine	63	Please enter Time in 4 digit 24 hour format	96	Memory full, no further wake up call entries are possible
31	Thirty	64	Wake up call set at	97	This entry is invalid
32	Thirty one	65	For	98	Enter program number
33	Thirty two	66	Room no	99	Main greeting

Statutory Information

FCC Information: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

Caution:

This unit should not be connected to or installed directly on a PSTN or any other Public, Government or Private Telecommunication Network which is in violation of any certification or Registration requirements of any State or Central Law or Act or is in contravention of any of the provisions of the local regulations. All direct, indirect and consequential liabilities arising out of the failure to comply with the above instruction is the sole responsibility of the user only and the manufacturer or dealer / distributor is in no way be liable for any claims or damages.

Limited Warranty :

See the Limited Warranty Card supplied along with this unit for details.

Shipping the unit for repairs during or after the warranty period:

Before shipping ensure that the product is packed in either the original shipping carton or in a well-padded, heavy duty corrugated box to prevent damage to the unit in transit. Enclose a copy of your sales invoice (proof of purchase) and ship the unit freight prepaid and insured for a replacement value.